

From Disney to Depression

How a Storyboard is being used to Design a Patient-Centred Care Pathway

BACKGROUND INFORMATION

- **GOAL:** to provide optimal and seamless care for any adult patient presenting to the Kingston Family Health Team with depression.
- **APPROACH:** We formed a Depression Initiative working group and used “Storyboarding”, a method used in the design of motion pictures, in the design of a patient-centred care pathway.

WORKING GROUP MEMBERS

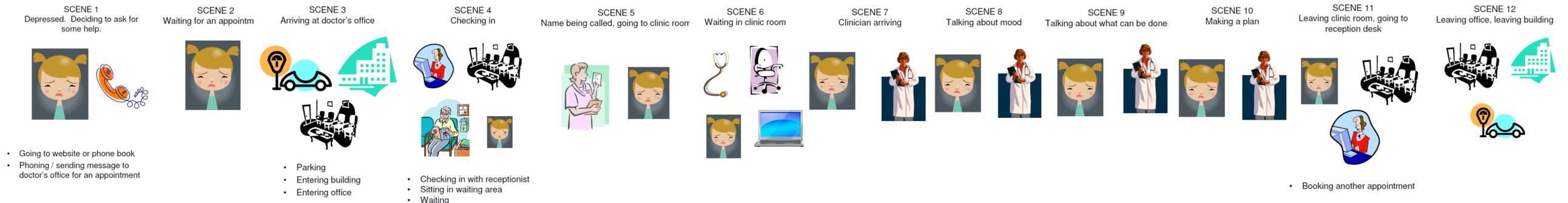
- Judith Davidson, Psychologist
- Nicole Armstrong, Pharmacist
- Laura Cassidy, QI Decision Support Specialist
- Dave Pinkerton, Family Physician
- Colin Wilson, Family Physician
- Laura Di Quinzio, Family Physician

Contact: jdavidson@kingstonfht.ca

ACTIONS TO DATE

- Developed a storyboard depicting the pathway for a person from the time he/she contacts the team through assessment and treatment of depression.
- We used electronic surveys and focus groups to gather Team and patient input into what would make each “scene” of the storyboard *ideal*.
- Reviewed best practices to support providers with guidelines for assessment and treatment (both pharmacologic and non-pharmacologic) of depression.

STORYBOARD



PATIENT FEEDBACK

- List services and information about depression on the KFHT website and make more visible
- Would like to know when the doctor is running late (30 minutes or more). This is important for child care, parking meter etc.
- Patient would like to be booked with the clinician of their choice if they are not comfortable discussing their mood issues with their current doctor
- Clinicians could ask “how are you feeling? rather than why are you here today?”
- Providers could offer exercise opportunities that differ from the gym. For example yoga class or walking group
- Depression is not a priority during a scheduled appointment. Physical complaints come first and the time constraints placed on an appointment are prohibitive to discussing low mood, therefore mood issues get missed.

CONCLUSIONS

- We find the storyboard to be a novel and useful vehicle for designing a patient-centred care pathway.
- It is important to include both staff and patients.
- We are now designing systems to support the pathway to make ideal care a reality. Our “IDEAS” training is helping us proceed. Ask us about this!

Kingston

Family Health Team